# EASY INSTALL GUIDE - YOUR GUIDE TO TROUBLE FREE GAMING!

#### ELECTRONIC HELP FILE

Your game includes an Electronic Help File to help solve any problems you might have running your game. You ask the questions – it provides the answers. The help file can be accessed from the Windows Start Bar in the same group as your game. The help file also includes 'EAsy Info' – a diagnostic tool that helps you, or Electronic Arts Technical Support staff to identify the problem you're having. Refer to the *Still stuck? Give us a call* section on p. 15 for more information.

### GLOSSARY OF TERMS

If you do not understand any of the terms listed in this document you will find a glossary in the menu bar of the Electronic Help file to help you.

# SYSTEM REQUIREMENTS

#### Minimum Configuration

- Windows® 95, 98, 2000, ME or XP
- 266MHz Intel® Pentium® II or faster processor (or equivalent processor)
- 32MB RAM (64MB for Windows 2000/128MB for Windows XP)
- 4x CD ROM/DVD drive (600K/second transfer rate) using 32-bit Windows CD-ROM/DVD driver
- 4MB PCI or AGP video card with DirectX 8.0 compatible driver
- 500 MB free hard disk space plus space for saved games (additional space required for DirectX<sup>TM</sup> 8.0 installation)
- · Keyboard, mouse

**Note:** *Harry Potter and the Philosopher's Stone* <sup>TM</sup> does not support Windows NT, Windows 95A or Windows 2000 Advanced Server.

#### Recommended Configuration

- Intel® Pentium II®/AMD Athlon<sup>TM</sup> 400 MHz CPU or faster processor
- 128MB (128MB RAM for Windows 2000/256MB RAM for Windows XP)
- 8x or faster CD-ROM/DVD drive using 32-bit Windows CD-ROM/DVD driver
- 32 MB (or greater) PCI or AGP 3-D graphics accelerator card with full Direct3D<sup>TM</sup> driver support
- 500MB free hard disk space plus space for saved games (additional space required for DirectX 8.0 installation)

**Note:** If you are using Windows 2000 or Windows XP, you can play the game as any user however you must have administrator rights to install *Harry Potter and the Philosopher's Stone*.

#### RECOMMENDED CHIPSETS

 3D graphics accelerator using ATI<sup>TM</sup> Rage Fury 128, ATI<sup>TM</sup> Radeon®, nVidia<sup>TM</sup> RIVA TNT, nVidia RIVA TNT2 (Ultra), nVidia<sup>TM</sup> GeForce, nVidia GeForce 2, nVidia<sup>TM</sup> Quadro, nVidia GeForce2 MX, nVidia GeForce3, Matrox® G400, Matrox G450, Kyro or Kyro II chipset.

#### Other Supported Chipsets

ATI Rage Pro, 3D Labs Permedia 3, Matrox G200, Intel i740, Intel 810.
 Other chipsets may be supported in software mode depending on DirectX 8.0 driver support.

#### Unsupported Chipsets

The following 16 MB 3D graphics accelerator cards are not fully supported and do not work properly with the game:

POWERVR ΠΕΟΠ 250 CARDS:

Video Logic PowerVR Neon 250

S3 Savage 2000 cards:

Diamond Viper II

S3 Savage 4 cards:

Diamond Stealth III S540, Diamond Stealth III S540 Extreme

SiS 300 cards

### Supported İnput Devices

• Microsoft Windows-compatible mouse and keyboard.

ΠΟΤΕ REGARDING PLUG-AND-PLAY GAMEPADS/ OYSTICKS Gamepads and Joysticks are not supported in this game.

# соптептѕ

EAsy Install Guide - Your Guide to Trouble Free Gaming!	1
Electronic Help File	1
Glossary of Terms	1
System Requirements	1
Minimum Configuration	1
Recommended Configuration	2
Clean Up Your System before Running the Game	4
What is DirectX <sup>TM</sup> ?	
Installing the Game	7
Uninstalling/Re-Installing the Game	
Starting the Game	8
Problems with your Software?	
CD Problems	
General Crashes/Lockups	
Video Problems	
Memory Problems	
Customer Services – Can We Help You?	
Keep up with the latest EA News!	
24-Hour Hintline - Gameplay Hints and Tips	

# CLEAR UP YOUR SYSTEM BEFORE RURRING THE GAME

Before you install any software, it is critical that your hard drive be in proper working order. We recommend that you perform regular "house keeping" by running ScanDisk and Disk Defragmenter.

- ScanDisk searches your hard drive for any lost data.
- Disk Defragmenter ensures that your data is sorted properly. Failure to verify
  this may result in corrupt data.
- 1. To run ScanDisk, click on the START button from the Taskbar.
- 2. From the Start menu, select RUN.
- 3. In the Run dialog box, type scandisk and click OK.
- **4.** Once the program starts, ensure that you have selected THOROUGH in the *Type of test* section. The process will take a while to complete but the results are well worth the time invested. Make sure there is a check mark in the AUTOMATICALLY FIX ERRORS box and select the hard drive you are installing the game to (e.g., C:).
- **5.** Once everything is set up correctly, click START to have the program scan the drive and correct any errors.
- 6. Next, run Disk Defragmenter. Click START from the Taskbar.
- 7. From the Start menu, select RUN.
- 8. In the Run dialog box, type defrag and click OK.
- As with ScanDisk, select the drive you are installing the game to and click OK.
  This process will also take some time, but is again worth the effort to ensure a
  trouble free installation of your game.

# WHAT IS DIRECTXTM?

# Read this section completely before playing *Harry Potter and the Philosopher's Stone* or installing DirectX.

DirectX is part of Windows® 95, 98, 2000, ME and XP. It allows Windows to access certain parts of your PC at high speed, to allow you to run today's games. As new technology is introduced, such as next generation 3D Accelerators and 3D soundcards, DirectX evolves to support these new technologies. *Harry Potter and the Philosopher's Stone* requires at least DirectX 8.0, which is included on the game disc for you to install if necessary.

In order to operate correctly, DirectX will need the latest software drivers for your video card and sound card. These drivers can usually be downloaded from your card manufacturer's website or obtained from the card manufacturer's Technical Support hotline. Using drivers that do not have at least DirectX 8.0 support may result in display or audio problems in *Harry Potter and the Philosopher's Stone*.

#### How do I install DirectX 8.0?

When you install *Harry Potter and the Philosopher's Stone*, your system will be scanned for DirectX. If the correct version is not detected, you will be prompted to install DirectX 8.0 from the *Harry Potter and the Philosopher's Stone* CD. We recommend you follow the advice given by the *Setup* program.

If you want to install DirectX 8.0 **after** installing *Harry Potter and the Philosopher's Stone*:

#### Windows 95/98 users:

- Click START on your Windows taskbar, highlight FIND and click FILES OR FOLDERS.
- **2**. In the NAMED box, type **dxsetup**.
- Ensure the LOOK IN box is set to the drive letter of your CD-ROM (e.g. D:) drive, then click FIND NOW.
- **4**. When the file appears, double-click on the **dxsetup** icon in the *Name* column.
- When the *DirectX Setup* window appears, click REINSTALL DIRECTX to complete the process.

#### Windows 2000, ME and XP users:

- Click START on your Windows taskbar, highlight SEARCH and click FOR FILES OR FOLDERS.
- **2.** In the SEARCH FOR FILES OR FOLDERS NAMED: box, type **dxsetup**.
- Ensure the LOOK IN box is set to the drive letter of your CD-ROM (e.g. D:) drive, and that the Harry Potter and the Philosopher's Stone CD is in the drive, then click SEARCH NOW.
- **4.** When the file appears, double-click on the **dxsetup** icon in the *Name* column.

When the *DirectX Setup* window appears, click REINSTALL DIRECTX to complete the process.

#### Поте for Windows XP users

DirectX 8.1 is the default version included with Windows XP and therefore the installation of DirectX 8.0 should not be necessary.

User Switching: Forcibly switching to a different user while running *Harry Potter and the Philosopher's Stone* under Windows XP may have a detrimental effect and cause data loss. It is therefore recommended that you exit the game completely before using the "Switch User" function.

#### CHECK YOUR SYSTEM!

To check if your computer fully supports DirectX 8.0, run the DirectX Diagnostics Tool after installing DirectX 8.0.

- 1. Click START on your Windows taskbar. Then click RUN.
- 2. From the Run dialog box, type dxdiag then click OK.

The DirectX Diagnostics Tool gives you information on your video card, sound card and 3D accelerator card drivers.

- To check your video card drivers, click on the DISPLAY tab, or the DISPLAY 1 tab if you have one.
- To check your sound card drivers, click on the SOUND tab.
- Some 3D accelerators have their own tab, called DISPLAY 2, so you may need to check this also.

On each of these screens, the *Drivers* section tells you if Microsoft has certified your driver as supporting DirectX 8.0.

- If your driver is reported as 'Certified: Yes' your device has DirectX 8.0 support and should work properly with Harry Potter and the Philosopher's Stone.
- If your driver is reported as 'Certified: No' your device does not have DirectX 8.0 support
  and you may experience problems running Harry Potter and the Philosopher's Stone. Please
  consult the notes section at the bottom of the DirectX Diagnostic Tool window.
- Windows 98/2000/ME/XP users may also consult the TROUBLESHOOT button, accessed from the MORE HELP tab. Normally, updated drivers that support DirectX 8.0 will be available from the manufacturer of the device in question, which will allow you to play Harry Potter and the Philosopher's Stone without any problems. In this case, we suggest you contact the manufacturer of the device, and request the latest DirectX 8.0 compatible drivers. These are normally available free of charge from the manufacturer's website, or via their technical support help-line.

## INSTALLING THE GAME

- 1. Start the Windows operating system.
- Insert the Harry Potter and the Philosopher's Stone CD into your CD-ROM/DVD drive. The Language Select screen appears.

**Note:** If the Language Select screen does not automatically appear, double-click the **My Computer** icon on the Desktop, then double-click the icon corresponding to your computer's CD-ROM/DVD drive. The Language Select screen appears.

- 3. Click on your preferred language. The Autorun menu appears.
- 4. Click INSTALL. The InstallShield® Wizard launches. You are prompted to enter the serial number found in the white box on the back of the game manual. Enter the entire serial number and click OK to continue. (at this stage no online registration occurs).
- 5. The *Harry Potter and the Philosopher's Stone* Setup program launches. Click **NEXT** to continue. The Setup screen appears.
- The default install directory is C:\Program Files\EA Games\Harry Potter<sup>TM</sup>. To
  change the directory, click BROWSE, then choose the folder and/or drive you want
  to install to.
- Click NEXT to continue. A Confirm New Folder prompt appears, click YES to continue. The Select Program Folder screen appears
- 7. To continue, click NEXT. The files are copied from the CD to your hard drive. When the files have been copied, you have the option to create a Harry Potter and the Philosopher's Stone shortcut on your desktop. Click YES to accept or NO to decline.
- 8. The Electronic Registration screen appears.
- Select REGISTER NOW and follow the on-screen instructions regarding Electronic Registration. Once completed, the Registration Confirmation screen appears. Select DONE.

**Note:** If you choose REGISTER LATER, a dialogue box appears noting that you must register to receive technical support. Select **OK**.

- **9.** The computer then detects the DirectX version installed on your system.
- If version 8.0 (or higher) is detected, installation proceeds to the next step and no action is required.
- If you do not have DirectX installed (or if you are running a version previous to 8.0), you are prompted to install DirectX 8.0. Select YES, follow the on-screen instructions for installing DirectX 8.0 and restart your computer.

Note: For more information on DirectX 8.0, see What is DirectX<sup>TM</sup>? on p. 5.

10. A message stating that installation is complete appears. Follow the instructions on this screen - If any DirectX components were installed then you may be prompted to restart your system. Otherwise, you're ready to play Harry Potter and the Philosopher's Stone. See the Starting the Game section on p. 8.

# UNINSTALLING/RE-INSTALLING THE GAME

If you are having problems or the game did not install correctly the first time, we recommend re-installing the game.

- To uninstall the game, select Start>Programs>EA GAMES>Harry Potter<sup>TM</sup>>Uninstall Harry Potter<sup>TM</sup>.
- **2.** To reinstall the game after uninstalling it, follow the steps listed in the *Installing* the *Game* section on p. 7.

# STARTING THE GAME

- 1. Start the Windows operating system.
- If the Harry Potter and the Philosopher's Stone CD is already in your CD-ROM/DVD drive, double-click the Harry Potter <sup>TM</sup> shortcut icon on your desktop. The introductory screens appear and the game begins.
  - **Note:** If you did not add a shortcut to *Harry Potter and the Philosopher's Stone* to your desktop, click on the START button from the Windows Taskbar, and select the folder you installed the game to. Start the program by selecting the Harry Potter <sup>TM</sup> icon.
- If the Harry Potter and the Philosopher's Stone CD is not already in your CD-ROM / DVD drive, insert the CD in your CD-ROM/DVD drive. The Autorun screen appears.
  - **Note:** If the AutoRun menu does not automatically appear, double-click the **My Computer** icon on the Desktop. Then double-click the icon corresponding to your computer's CD-ROM/DVD drive. The Autorun screen appears.
- **2.** Click PLAY to start *Harry Potter and the Philosopher's Stone*. Please refer to the enclosed manual for gameplay instructions.

# PROBLEMS WITH YOUR SOFTWARE?

If you are having a problem installing or using your software, we want to help.

• First, please make sure you have read thoroughly the *Installing the Game* and *System Requirements* sections.

If you have followed the directions and are still having trouble installing or operating the software, there are some hints below that might help solve the problem.

#### CD PROBLEMS

A quad-speed or faster CD-ROM drive/1x DVD drive is required to run *Harry Potter and the Philosopher's Stone*.

# Receive "File not found" error message when installing or running the game

- Make sure the game was properly installed. See the *Installing the Game* section on p. 7.
- Make sure that the CD is in the CD-ROM/DVD drive. The CD must be in the drive to install or run the game.
- Make sure that the CD is not scratched, damaged or dirty.

#### CD-ROM Performance Problems

- Be sure that you are using a 32-bit native Windows driver to control your CD-ROM drive. You can configure these drivers with the Device Manager found in Start>Settings>Control Panel>System.
- Do not use a DOS-based 16-bit driver (loaded in CONFIG.SYS) to control your CD-ROM, as it significantly reduces performance.

#### CHOPPY OR STUTTERING VIDEO OR AUDIO

These problems may be improved by adjusting the CD-ROM read-ahead cache.

#### To adjust the read-ahead cache:

- At the Windows 95/98 desktop, right-click the My Computer icon, then choose Properties from the pop-up menu.
- 2. Click the Performance tab, then click File System...
- Click the CD-ROM tab, then click in the Optimize access pattern for: box, and choose QUAD-SPEED OR HIGHER.
- 4. Move the **Supplemental cache size:** slider to SMALL, then click **Apply**.

**Note:** Moving the slider to LARGE will not improve *Harry Potter and the Philospher's Stone* video performance, and may actually hinder performance by reserving RAM that would otherwise be available for the game.

#### GENERAL CRASHES/LOCKUPS

In some cases, programs that are running on your system can monopolise resources that the game needs in order to install, load and run properly. Not all of these programs are immediately visible. There are a number of programs called "background tasks", that are always running on your system and, in some cases, these may cause the game to crash or lockup.

**Important Note:** While shutting down background tasks will optimise your system for running *Harry Potter and the Philosopher's Stone*, their features will then be unavailable. Ensure that you re-enable background tasks after playing *Harry Potter and the Philosopher's Stone* by restarting your computer.

#### Anti-Virus/Crash Guard Programs

If your system is running Anti-Virus or Crash Guard programs, you will need to close or disable them to run *Harry Potter and the Philosopher's Stone*. To do this, find the icon for the program on the Windows taskbar. Right-click the icon and select CLOSE, DISABLE, or the relevant option.

#### General Background Tasks (Windows 95/98/ME)

Once Anti-Virus and Crash Guard programs have been disabled, you should end all unnecessary general background tasks as these can sometimes cause problems when installing or running PC games.

- Hold down the CTRL and ALT keys on your keyboard and press DELETE once. The CLOSE PROGRAM window appears with a list of all background tasks currently running on your system.
- 2. To end a background task, click on its name in the list, then click the End Task button.
  - **Note**: It is important that you DO NOT CLOSE the background tasks named Explorer and Systray as these tasks are necessary for Windows to operate. All other background tasks may be closed.
- **3.** The Close Program window closes and the task is ended. Repeat the above steps to close down any/all other background tasks.

It is important to remember that the next time you restart your computer all of the background tasks that you ended will reactivate.

#### Video Problems

Harry Potter and the Philosopher's Stone requires a 4MB PCI or AGP DirectX 8.0 compatible video card. It is normal for the videos to have a single black line between each line of video on the screen.

Some video card drivers do not support DirectX correctly. Typical problems that may occur with these drivers include:

- · Crashing on starting up
- Crashing when changing video resolutions
- Corrupted textures
- Misplaced polygons on screen
- Unexpected bright flashing on screen
- Unusually slow performance.

The solution is to go to your video card manufacturer's website and download updated drivers for your card. It is highly recommended that, given an option, you download and install Microsoft-certified (WHQL) drivers.

Matrox G400 and G450: In rare instances, quitting and restarting the game results in a black screen. When the computer is restarted, everything works fine again.

**Note:** If your Windows 95/98/2000/ME/XP display driver does not support DirectDraw, you may experience difficulties installing or running *Harry Potter and the Philosopher's Stone*.

#### 3D SETUP

Harry Potter and the Philosopher's Stone attempts to automatically select hardware (Direct3D) or software rendering, depending on the hardware you have installed in your PC. Since certain graphics cards aren't supported, some computers have only the software rendered option.

#### To choose "Direct3D support" or "software rendering"

- To switch between Hardware mode (Direct3D Support) and software rendering or vice versa, select Start>Programs>EA Games>Harry Potter<sup>TM</sup>>3D Setup.
- The Harry Potter 3D Setup screen appears. Now, select SOFTWARE RENDERING or DIRECT3D SUPPORT and click FINISH.
- **3.** The game will now run in the mode you have just selected as the default. If you want to change again, simply follow points 1 and 2 above.

**Note:** Hardware rendering (DIRECT3D SUPPORT) generally looks better and runs faster, but may have problems running on some computers with out-of-date driver software. If you are unable to get the latest drivers or if the game still fails to run, you should select SOFTWARE RENDERING as described above. Software rendering is a safer option, and perfectly playable. However, it doesn't give the visual quality of the best hardware rendered graphics cards.

#### 3-D Accelerator Tips

**Note:** Some Direct3D cards do not support as many features as others. Sometimes it is a limitation of the card, but sometimes it is a limitation of the drivers. If something is not working properly, try updating your drivers first (see the *Updating your video card drivers* section, below). If there are still some things not working properly, you may try adjusting the corresponding Details setting(s) from the menu within the game. If this doesn't address the problems, contact EA Technical Support.

#### UPDATING YOUR VIDEO CARD DRIVERS

If you are experiencing problems with your video card and *Harry Potter and the Philosopher's Stone*, try updating your video card driver by downloading the latest driver available from the video card manufacturer. If there is no improvement, try using the latest driver provided by the video **chipset** manufacturer. Your video card **chipset** is the video processing chip located on your video card. Some popular video chipset manufacturer's websites are listed below:

3Dfx http://www.3dfx.com/
NVidia http://www.nvidia.com/
3DLabs http://www.3dlabs.com/
Matrox http://www.matrox.com/
Intel http://www.intel.com/
ATI http://www.ati.com/

#### Memory Problems

Harry Potter and the Philosopher's Stone requires 32MB RAM (64MB or more recommended) and Virtual Memory **Enabled**. We advise that you let Windows 95/98/ME/2000/XP manage the amount of virtual memory automatically (the default setting), and that you have **at least** 80MB free hard disk space after installation.

**Note**: Windows 2000 requires at least 64MB RAM while Windows XP requires a minimum of 128MB (128MB are recommended for both).

#### SOUND PROBLEMS

Harry Potter and the Philosopher's Stone requires a sound card with DirectSound support. If your sound card driver does not have DirectSound support you may experience choppy or stuttering sound, or sound that cuts in and out. If your sound card driver does not support DirectSound, we recommend obtaining updated drivers from your sound card manufacturer.

#### İnstalled sound card, but there is no sound

 Make sure your speakers or headphones are plugged into the appropriate jack and the volume control is turned up.

#### General Sound Card Information

- During DirectX 8.0 installation, the DirectX setup program will attempt to
  install a sound driver which has DirectSound support for your sound card. If
  your sound card driver does not support DirectSound, the DirectX setup
  program attempts to replace your existing sound card driver.
- Please consult your sound card manufacturer for updated drivers if DirectSound drivers are not available for your sound card in DirectX 8.0.

Please refer to the What is DirectX<sup>TM</sup>? section on p. 5 for more information.

# CUSTOMER SERVICES – CAIT WE HELP YOU?

Problem? Question? Whatever it is, we're here to help. If you're having trouble running your game, there are several ways we can help:

#### ELECTRONIC HELP FILE

EAsy Install Guide didn't help? Your game includes an electronic help file to help solve those slightly more tricky problems. You ask the questions – it provides the answers. The help file can be accessed from the Windows Start Bar in the same group as your game. The help file also includes 'EAsy Info' – a diagnostic tool that helps you, or Electronic Arts Technical Support staff diagnose the problem you're having – more on this later.

#### On-line Services

#### Technical Support web site: http://www.uk.ea.com

 Our Technical Support web site contains troubleshooting information, FAQs, and the latest patches and game updates.

#### Email Technical Support: uk-support@ea.com

If our web site didn't help, our email support service is the next step. Simply
send a blank email to us, and an instant automatic reply will detail the services
on offer, as well as instructions on how to contact a technical support
technician for further help.

#### Email Warranty queries: uk-warranty@ea.com

Lost your manual? Disc scratched? Email us here. Please do not send technical
queries to this address.

#### FTP sites: ftp.ea.com and ftp.ea-europe.com

 Our FTP sites contain the latest patches and updates, as well as movie clips and demos for selected games. The European site is recommended if you have problems downloading files from the USA.

#### Still stuck? Give us a call

### CUSTOMER SUPPORT - HERE to HELP YOU!

Problem? Question? If you are having problems with your game, we are here to help.

#### **AUSTRALIA**

Electronic Arts Australia Support Hotline: 1902 261 600\*

\*Sirius calls charged at \$2.48 per minute, GST inc. Calls from Mobile & Public phones higher (If you are under 18 years of age parental consent is required). Operating hours from 9am to 8pm 7 days a week, as well as pre-recorded information 24 hours a day.

#### **Customer Service Address:**

Electronic Arts PO Box 432 Southport QLD 4215, Australia

#### **NEW ZEALAND**

Electronic Arts New Zealand, Games Hotline: **0900 58885\*** (If you are under 18 years of age parental consent required). \*Calls charged at \$1.99 per minute inc GST 7 days a week 9am - 8pm. Calls from Mobile & Public phones are higher.

#### **Customer Service Address:**

Electronic Arts New Zealand PO Box 47596 Ponsonby New Zealand

#### **SOUTH AFRICA**

Game Smith: (011) 740-0615/6 Electronic Arts South Africa PO Box 3180 Rivonia 2128

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www.eagames.com.au
or
www.easports.com.au

As an EA Direct Member you will be kept in the 'know' as to what is new and hot from EA Australia, delivered directly to your inbox.

### 24-Hour Hintline - Gameplay Hints and Tips

Stuck? It happens to the best of us. Then call our **Official** hintline for hints, tips and cheats. If you want to make sure your game is included on the hintline before you call, feel free to check out our web site at **http://www.uk.ea.com** or call Customer Services – we'll be happy to give you a list of all games included on the hintline. However, please remember that Customer Services cannot give out hints or cheats directly.

The Electronic Arts Hintline number is:

09067 53 22 53

Or, for Irish residents:

#### 1 560 923 580

**Note:** This is a premium charge line (calls cost 75p per minute). Callers must be 16 or over. Please obtain permission to call this number from the person who pays the phone bill, **before** you call.



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